

## 1060 EXIT INTERVIEW

Chapter: **Staff Responsibilities**

Section: **Standards and Expectations**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive:

Approved:

Effective Date: **May 1, 2009**

Scheduled Review Date:

William W. Fenniman, DJJS Director

Related Statute(s):

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s):

Bridges' Screen(s) and Attachment(s):

A key component in the Division's employee development and retention program is the systematic and thorough interview of employees that are leaving the employment of the Division. Exit interviews provide a formal structure for the upward flow of information regarding all areas of importance within and organization as viewed from the perspective of the employee that occupied the assignment or position.

### Purpose

The purpose of this policy is to establish the Exit Interview process for all employees.

### Policy

- I. Interview Assignment: Upon notification of an employee's intent to resign his/her position with DJJS, the Human Resources technician shall ensure that an exit interview of the employee is scheduled. The exit interview shall be conducted by the Senior Policy Manager, unless the employee is a part of his/her command, in which case the exit interview shall be conducted by the Bureau Chief of Administration.
- II. Interview Intent: The interview shall be conducted privately and the employee will be encouraged to be open and honest in providing constructive information regarding their position within the Division. The interviewer should attempt to ascertain both the positive and negative perceptions of the employee. The intent is to obtain as much feedback as possible to continually improve the organizational culture of the Division.
- III. Interview Format: The following format shall be utilized for the interview and subsequent documentation of the interview:
  - A. The employee's name, position, assignment, date of hire, and date of employment termination.
  - B. The employee's reason for leaving.
  - C. The employee's future employment plan (immediate employment plans and long-term goals).
  - D. If the employee is leaving for another position within DHHS, how he/she became aware of the position.

- E. Allow the employee to "rate" DJJS as "excellent", "good", "average", "below average", or "low" in the following areas:
  - (a) Orientation
  - (b) Benefits
  - (c) Rate of Pay
  - (d) Quality of direct supervision
  - (e) Management of the Division
  - (f) Training
  - (g) Work Environment
  - (h) Rules and Regulations
- F. In cases where a response "rates" the Division as "below average" or "low", an explanation shall be requested from the employee
- G. Comments on any unsolicited areas are welcome and encouraged, as are suggestions relative to the improvement of operations within the Division.
- H. The interviewer shall inquire as to which aspects of employment with DJJS were the most positive, and which were the most negative.
- I. In all cases where the employee is a member of a protected group, as defined by the EEOC, the interviewer shall inquire if there has been any overt or perceived racial discrimination connected with their employment.
- J. In all cases where the employee is disabled and subject to the protection of the American with Disabilities Act, the interviewer shall inquire if reasonable accommodations had been afforded to them during their employment.
- K. In all cases, **all** employees shall be interviewed regarding the Division work environment, and shall be asked about any incidents or problems with actual or perceived sexual harassment during the course of their employment.
- IV. Discussion of Areas of Concern: Nothing within this directive shall be construed as providing limitations upon the interviewer regarding the discussion of other legitimate areas of concern regarding employment with the Division.
- V. Report to Director: The results from the exit interview shall be documented in a report that shall be forwarded to the Director who shall forward it to the appropriate Bureau Chief for a review and action as may be necessary.
- VI. Confidentiality: No information contained in the exit interview shall be released to anyone including the person interviewed without approval by the Director.
- VII. Administration File: The Director shall establish an administrative file where a copy of all exit interviews shall be maintained. This is not an administrative file for individual employees; rather, it

is a compilation of data derived from exit interviews. In addition to the above, a copy shall be filed with the employee's personnel records.